

護理長管理自我效能與管理成效間之相關研究

A Study of the Relationship between Perceptions of Self-efficacy and Managerial Performance by Head Nurses

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摘要

護理長是醫院最前線的單位主管，本身的管理技能除了直接影響護理人員的士氣，連帶影響護理人員照顧病人的品質。本研究旨在探討臨床護理長管理自我效能現況和其影響因素，及與管理成效間之關係，以期能提供護理行政主管培訓護理長時重要參考方向。本研究採橫斷式研究設計。以方便取樣，針對大台北地區三家公、私、軍之醫學中心，和六家公、私立區域醫院之 289 位護理長，以自擬結構式問卷收集資料。收案期間由 88 年 1 月至 5 月，回收 277 份(回收率 95.8%)，有效卷 268 份，佔 96.8%。結果發現：1.護理長對執行其任務具 85%的自信，且能實際表現出 80%的執行力，對自己表現平均有 75%的滿意度。2.護理長的「護理工作年資」、「行政管理訓練」、「知覺不錯經驗」的頻率和「就讀護理相關科系」等可用來預測護理長管理自我效能。3.護理長管理自我效能會正向的影響管理成效，而管理成效可用來預測個人對自己工作滿意度，其預測力為 44%。研究結果可提供護理行政者在選、訓人才及設計行政管理課程時之參考，以提昇護理長的管理成效。

Abstract

Head nurses are the primary administrators in hospitals. Management skills among head nurses not only directly influence nurses' satisfaction, but also on quality of patient care. The purpose of this study was to explore the current self-efficacy of management, and the relationship between perceptions of self-efficacy of management and performance among head nurses. A cross-sectional study design was conducted. Two hundred eighty nine head nurses were conveniently selected from three medical centers and six district hospitals in Taipei. A structured questionnaire was developed to collect data from January to May of 1999. Two hundred seventy seven questionnaires were returned with a response rate of 95.8%. the results were as follows: 1) Head nurses possess about 85% assurance and 80% assurance and 80% actual performance of their responsibilities. The satisfactory level of their performance was 75%. 2)The self-efficacy of management could be predicated by years of clinical experience, level of administrative training, perceptions of well-done experiences, and study in related fields. 3)Head nurse's

self-efficacy of management was positively correlated with managerial performance. Specifically, 44% of the variance in job satisfaction could be predicated by self-appraisal of managerial performance. Hopefully, the results of this study can be used for the recruitment and training guidelines for future nursing administrators to improve managerial performance.